

15 August 2025

File Ref: OIAPR-1274023063-41169

By email: [REDACTED]@salient.org.nz

Tēnā koe [REDACTED]

Request for information 2025-253

I refer to your request for information dated 6 August 2025, which was received by Greater Wellington Regional Council (Greater Wellington) on 6 August 2025. You have requested the following:

"I'd like to file a LGOIMA on how often the number 2 bus is late.

Specifically, if I could have a percentage of number 2 services that were five minutes or more late during the months of January and June 2025.

For the eastern service, if this data could be split by the Seatoun and Miramar terminuses, that would be appreciated.

Then, I'd like to requests the average and median amount of services which arrive five or more minutes late across the whole network, 2 excluded."

Greater Wellington's response follows:

On 7 August 2025, we emailed you advising we considered that the bulk of your request was for information that was publicly available on our website at: <https://www.metlink.org.nz/about-us/performance-of-our-network>

As a part of this email, we asked if the information that is publicly released was sufficient to answer your inquiry, and if you wished to proceed with the information request. As we have received no response to this email, we have proceeded with the request as we have interpreted it.

Punctuality of Route 2

Please refer to **Attachment 1** for the statistics of the Route 2 Bus for the months of January 2025 and June 2025 which shows the total number of scheduled services and the number of buses that were reported as late to destination. These statistics have been split by the route's origin and destination.

Please note that in this case the term "late" refers to a service that fails to reach its destination within 5 mins and 15 seconds of the scheduled arrival time. This is a key performance indicator for our contracts with operators and is the metric by which we report lateness.

The average and median number of services which arrive five or more minutes late across the whole network

Greater Wellington interprets this request as being answered in information that is published and publicly available on our website.

Please refer to the Bus Performance data information as published on the Metlink Website at: <https://www.metlink.org.nz/about-us/performance-of-our-network#network-patronage-data>

Therefore, we are refusing this section of your request under section 17(d) of the Act on the basis that the information requested is or will be soon publicly available.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

Please note that it is our policy to proactively release our responses to official information requests where appropriate. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



Samantha Gain

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink

Route Variant	2025-Jan	2025-Jan	2025-Jun	2025-Jun
	Scheduled Trips	Late at Destination	Scheduled Trips	Late at Destination
Seatoun to Karori	1,745	78	1,732	69
Karori to Seatoun	1,728	93	1,720	88
Miramar to Karori	1,735	71	1,689	43
Karori to Miramar	1,735	59	1,689	65
Courtney Place to Karori	76	4	76	2
Karori to Courtney Place	57	1	57	4
Total	7,076	306	6,963	271